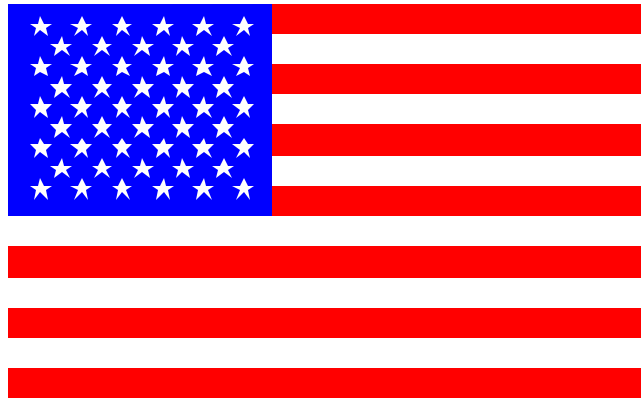


Module 9:

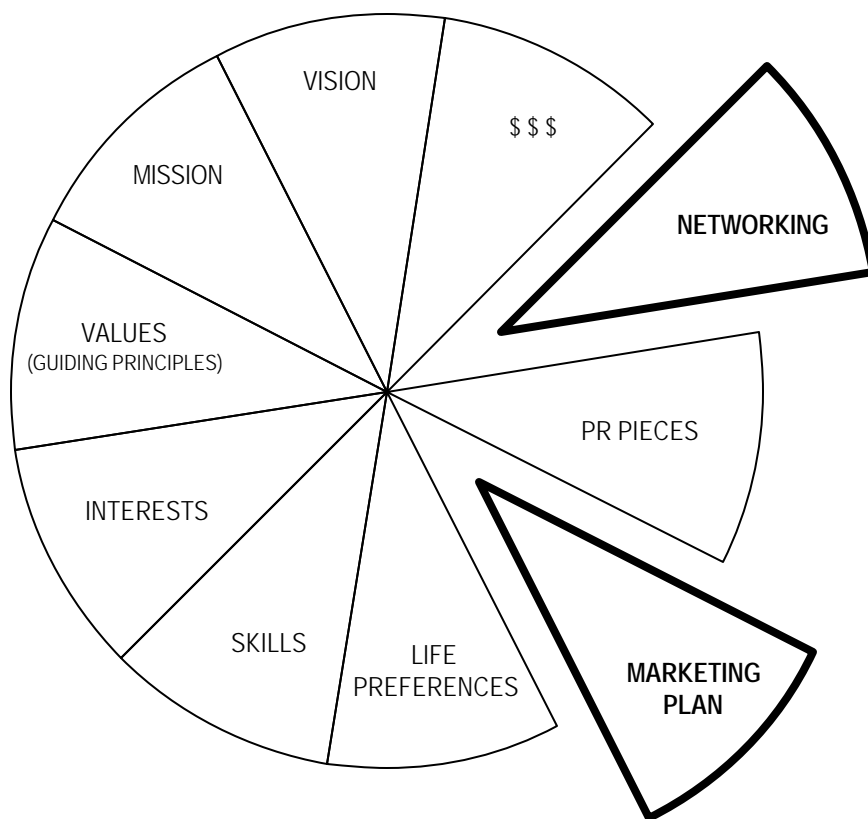
Federal Employment



Module 9:

Federal Employment

CAREER PLAN



Career Plan

During your job search you will be going out to employers and selling a product, YOU. To do this successfully you must develop a plan. Developing a Career Plan may help you understand how your successful job search and starting up a successful new business are related.

When a new business is started the owner develops a plan. She/He decides on a vision and goals, looks at the product closely, evaluating strong and weak points, researches the market, assesses finances and develops a marketing plan. Finally, the owner goes into business, actually selling the product through the written and verbal advertising. These components make a successful business. They also make a successful job search!

In the Career Plan model we will complete all the steps necessary to guide you to the job that is right for you. You may also gain insights that allow you to keep your life in balance.

Vision – The plan. How you see your complete life – what you want for yourself.

Mission – How you want to live your life, your goals and how you will reach them.

Values – The guiding principles of your life.

Interest – What you enjoy doing, at work and at home.

Skills – Abilities that enable you to accomplish a task.

Life Preferences – Choices we would make, given the opportunity.

Marketing Plan – Specific goals you want to accomplish and the steps you need to take to attain these goals.

Public Relations (PR) Pieces – The written and verbal communication pieces you use to advertise yourself.

Networking – Informal and formal links between yourself and successful employment, as well as the research necessary to develop some of the links.

\$ \$ \$ – Balancing the finances in your life and looking at ways to ensure you can support your vision.

Each module will help you develop a piece of a winning job search. As you progress in your job search you may want to attend other modules to develop all parts of your plan, working towards obtaining the position that supports your vision and goals.

Agenda

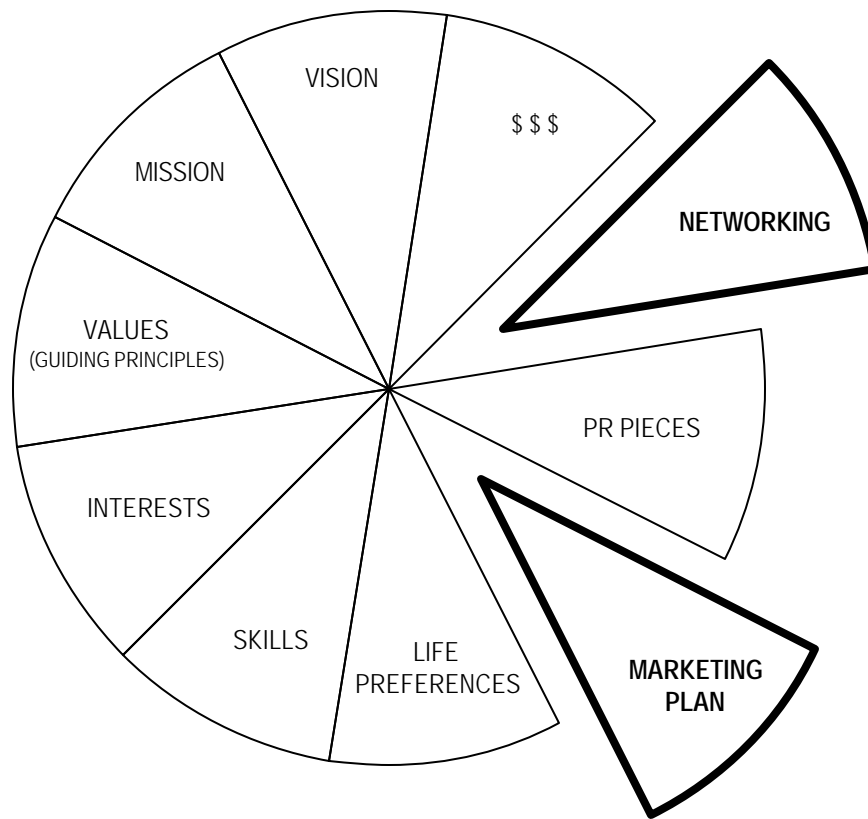
- Introduction
- Federal Employment Process
- Vacancy Announcements
- KSAs
- **Ex:** My KSA Statement
- Resumes and Cover Letters
- Summary
- Evaluation

Objectives

At the end of this module, you'll be able to:

- Follow the Federal Employment Process when conducting a federal employment job search.
- Analyze a vacancy announcement.
- Write a KSA statement that meets required factors stated in the announcement.
- Identify what to include in your federal employment resume.

Career Plan



Because you are very much a part of a military lifestyle, relocation is almost certainly in your future. As you move from place to place, you want to ensure that you take steps to make your career as portable as possible. Opportunities within the federal government are often part of a mobile strategy. Becoming a federal employee means the same employer is always in your area and that you have spouse preference when you move.

Federal Employment Process

Step 1: Know Where to Look

1. ***“USA Jobs”***
www.usajobs.opm.gov
All agencies are required to list openings.
2. "Office of Personnel Management"
www.opm.gov
Universal website that includes comprehensive information about federal employment.
3. ***“Career-America Connection”*** (a.k.a. “Federal Employment Information Highway”)
(912) 757-3000
Seven days a week/24 hours a day system that includes information on current vacancies, student employment opportunities, and other job topics.
4. ***“Federal Job Opportunities Bulletin Board”***
(912) 757 3100 or Internet (TELNET only) fjob.mail.opm.gov or 198.78.46.10
Seven days a week/24 hours a day electronic bulletin board listing want ads and more.
5. ***Morale, Welfare, and Recreation (MWR)***
www.mwr.navy.mil/jobs/usjobs.htm
www.mwr.navy.mil/jobs/osjobs.htm
6. ***DECA (Commissary)***
www.deca.mil/customerweb/jobs/jobs.htm
7. ***Agency Announcements***
Found through agency personnel offices, bulletins boards, employee newsletters, and online information systems.
8. ***Newspaper Ads***
9. ***Professional Journals***
Job requiring highly specialized skills (e.g., nursing, banking, editor, etc.) may be found in association publications.
10. ***Job Fairs***

11. *Grapevine*

From employees at different agencies, new programs and initiatives, the news might contain information about federal offices that are moving (existing employees may not want to move, so this could produce a job vacancy).

Federal Employment Process

Step 2: Know If You Can Apply

Jobs are available to different groups of people and this is indicated in the top of the vacancy announcement under the headings of “Area of Consideration” or “Who May Apply.”

1. ***Department-wide or Agency-wide***

Although promoting from within is policy, there are instances when specialized skills are needed and people are hired from outside.

2. ***Government-wide or Federal Government Only***

Many positions require federal sector background.

3. ***All sources or all qualified persons***

This category is truly open to all who desire to apply whether inside or outside of the federal government. Usually open to U.S. citizens only.

4. ***Special categories***

Overseas Spouses

Veterans Readjustment Act (VRA)

Outstanding Scholar

Handicapped working with the state

See your Human Resources Office.

Federal Employment Process

Step 3: Apply for the Position

There are a number of different ways you can apply for the position.

1. ***Through Specific Federal Agencies***

Locate the number and address of the Human Resources Office in the agency or department you think can utilize your skills and contact them. Applications rarely accepted if there is not a vacancy announcement.

2. ***Through the Office of Personnel Management (OPM)***

OPM has a nationwide listing of positions available in the federal government. Contact your local OPM office to see if you can call, mail, or deliver your information to OPM. OPM uses a scanning system for some positions that helps expedite processing applications.

3. ***On-line Federal Listing***

You can search online using the following addresses, depending on what you're looking for.
www.usajobs.opm.gov – all agencies required to list openings.

[Gopher://dartsms1.dartmouth.edu](http://gopher://dartsms1.dartmouth.edu) – lists thousands of federal government job openings taken from the OPM computer bulletin boards.

telnet://fedworld.doc.gov – a huge listing of federal jobs, updated daily.

Federal Employment Process

Step 4: What Happens To Your Information

1. Application Review

Review occurs directly in the agencies themselves based on eligibility (e.g., your current grade level, areas of responsibility and level of autonomy). If five or more candidates are eligible, the applications go to a panel to decide. Application can also be reviewed through the scanning option. For special guidelines for veterans or veteran eligibility, call OPM at (912) 757-3000 or see your local Human Resources Office (HRO).

2. Application Rating

A rating panel is used when there are more than five eligible candidates to determine the most qualified candidates; they do not interview. A rating panel is a peer group of subject matter experts for the position of focus. Specialists from the Equal Employment Opportunity (EEO) observe the process to ensure fairness. The panel first looks at KSAs, the resume, and other materials and applies a score of 5 for superior, 3 for satisfactory, and 1 for minimally acceptable qualifications.

3. Application Selection

The top-rated applications are then scheduled for interview and selection, usually by the department manager or other members.

4. Employment Offers

Offers of employment are always made by the HRO, never by the department manager.

VACANCY ANNOUNCEMENT

CONTACT REPRESENTATIVE

OPEN PERIOD 05/20/1999 - 06/03/1999

SERIES/GRADE: GS-0962-05/

SALARY: \$ 20,588 ANNUAL PROMOTION POTENTIAL: GS-08

ANNOUNCEMENT NUMBER: SS-30-99

Travel: None

Number of Positions: 2 (TWO)

HIRING AGENCY: SOCIAL SECURITY ADMINISTRATION

DUTY LOCATIONS: 0001 MOBILE, AL

REMARKS: APPLICATIONS MUST BE POSTMARKED BY THE CLOSING DATE.

SUPPLEMENTAL QUALIFICATION STATEMENT (FOR FORMS ONLY, CALL GAYLE EARLEY AT (205) 731-1950. MAIL APPLICATIONS TO SSA, CHR, DEU, 61 FORSYTH STREET, SW, SUITE 22T64, ATLANTA, GA 30303.

CONTACT: MS. JOHNNIE RUTH HENDRICKS
PHONE: (404) 562-1198
SOCIAL SECURITY ADMINISTRATION
PERSONNEL OFFICE
61 FORSYTH ST. SW , SUITE 22T64

APPLYING FOR A FEDERAL JOB

Here's what your resume or application must contain (in addition to specific information requested in the job vacancy announcement)

JOB INFORMATION

Announcement number, and title and grade(s) of the job for which you are applying

PERSONAL INFORMATION

Full name, mailing address (with ZIP code) and day and evening phone numbers (with an area code), Social Security Number, Country of Citizenship (most Federal Jobs require US Citizenship), Veterans' preference (see below), Reinstatement eligibility(if requested, attached SF-50 proof of your career or career-conditional status), highest Federal civilian grade held (also give job series and dates held.)

EDUCATION

High School - Name, city, and state (zip code if known), date of diploma or GED.

Colleges and universities - Name, city, and state (zip code if known), majors, type and year of any degrees received (If no degree, show total credits earned and indicate semester or quarter hours. Send a copy of your college transcript only if the job vacancy announcement requests it.

WORK EXPERIENCE

Give the following information for your paid and nonpaid work experience related to the job for which you are applying. (Do not send job description.) Job title (include series and grade if Federal), duties and accomplishments, employer's name and address, supervisor's name and phone number, starting and ending dates (month and year), hours per week, salary. Indicate if we may contact your current supervisor.

OTHER QUALIFICATIONS

Job-related training courses. Job-related skills, for example, other languages, computer software/hardware, tools, machinery, typing speed. Job-related certificates and licenses (current only). Job-related certificates and licenses (current only). Job-related honors, awards, and special accomplishments, for societies, leadership activities, public speaking, and performance awards (give dates but do not send documents unless requested.)

OTHER IMPORTANT INFORMATION

Before hiring, an agency will ask you to complete a Declaration for Federal Employment to determine your suitability for Federal employment and to authorize a background investigation.

PRIVACY AND PUBLIC BURDEN STATEMENTS

The Office of Personnel Management and other Federal agencies rate applicants for Federal jobs under the authority of sections 1104, 1302, 3301, 3304, 3320, 3393, and 3394 of title 5 of the United States Code. The information requested in this information sheet and in the associated vacancy announcement is needed to evaluate your qualifications. Other laws require us to ask about citizenship, military service, etc.

SOCIAL SECURITY ADMINISTRATION PROVIDES EQUAL OPPORTUNITY FOR ALL PERSONS WITHOUT REGARD TO RACE, COLOR, AGE, NATIONAL ORIGIN, RELIGION, GENDER, DISABILITY OR SEXUAL ORIENTATION

APPLICANTS WILL BE GIVEN CREDIT ONLY FOR INFORMATION PROVIDED IN RESPONSE TO THIS ANNOUNCEMENT. NO ADDITIONAL INFORMATION WILL BE SOLICITED OR CONSIDERED BY THIS OFFICE, THEREFORE, PERSONS WHO

SUBMIT INCOMPLETE APPLICATIONS MAY NOT RECEIVE FULL CREDIT FOR THEIR EDUCATION, TRAINING, AND EXPERIENCE. APPLICANTS WILL NOT BE AUTOMATICALLY AWARDED POINTS BASED ON THEIR POSITION TITLE.

DUTIES: The incumbent has primary responsibility for providing information to the public on agency programs that involve benefits, privileges, or obligations. Explains regulatory provisions and informs individuals of necessary actions to take. Also assists in preparing required documents, investigates and initiates corrective action and explains agency determinations and appeal procedures.

QUALIFICATION REQUIREMENT:

GS-5: Specialized Experience: (1) one year at least equivalent to the next lower grade

Specialized Experience: Experience that equipped the applicant with the particular knowledge, skills, and abilities (KSAs) to perform successfully the duties of the position and that is typically in or related to the position be filled.

Substitution of Education: For specialized experience required, 4 years in a school above the high school may be substituted for 1 year specialized experience for the GS-5 level.

Basis of Rating: No written test is required. Your rating will be based on an evaluation of your experience, education, and/or training as they relate to the following (KSAs):

- A. Ability to Meet and Deal Effectively
- B. Ability to Elicit Information and Analyze pertinent facts
- C. Ability to Interpret and Apply Rules and Regulations
- D. Ability to Resolve Problems and Make Decisions
- E. Ability to Plan and Organize Work

Unpaid experience or volunteer work: Credit will be given for unpaid experience or volunteer work such as community, cultural, social service, and professional association activities on the same basis as for paid experience, (that is, it must be of the type and level acceptable under this announcement). Therefore, you may if you wish, report such experience in one or more of the experience blocks at the end of your employment history if you feel that it represents qualifying experience for the position. To receive proper credit you must show the actual time, such as the number of hours a week spent in such activities.

ASSESSMENT CENTER

Before being selected for these positions, tentative selectees must participate and perform satisfactorily in an assessment center. The term assessment center is used to designate work related simulations during which a candidate's performance is evaluated by a team-trained assessor. The assessments are made with respect to the factors judged to be most important to the contact

representative job. There will be two or three simulations involving dealing with claimants and/or beneficiaries in person and via telephone. These simulations are designed to allow candidates to demonstrate their aptitude for performing the duties of the contact representative position.

How to Apply:

1. A Resume, the "Optional Application for Federal Employment" (OF-612), or SF-171, Application for Federal Employment. Whichever format you choose, you must give a complete description of the nature, extent and complexity of work performed and education. Your application must contain your Social Security Number (SSN), the announcement number, signature and date. WE DO NOT ACCEPT FAXED APPLICATIONS.

2. To claim 5-point veterans' preference, attach a copy your DD-214, To claim a 10-point veterans' preference, attach a SF-15, Application for 10-point Veterans' Preference, plus the proof required by that form.

NOTE: Under a new law, the Defense Authorization Act of November 18, 1997, veterans' preference is accorded to anyone who served on active duty during the Gulf War from August 2, 1990, through January 2, 1992. The law grants preference to anyone who is otherwise eligible and who served on active duty during this period regardless of where the person served or for how long. The law also authorizes the Armed Forces Expeditionary Medal for service in Bosnia during Operations Joint Endeavor (November 20, 1995 - December 20, 1996) and Operation Joint Guard (December 20, 1996 - to be determined). The Secretary of each military department must decide which members are eligible. The award of the Armed Forces Expeditionary Medal is qualifying for veterans' preference.

Note that these instructions apply only to veterans who are still on active duty and therefore cannot obtain a DD Form 214:

Candidates claiming veterans' preference who are still on active duty will be granted 5-points tentative preference if their applications show that they have the required service (i.e., served in a war, campaign or expedition). Candidate claiming 10-point preference on the basis of a disability must include appropriate documentation from the service or VA. At the time of appointment, all candidates must produce a DD Form 214 documenting that their service was honorable.

3. Supplemental Qualification Statement for Contact Representative (for forms only, call Gayle Earley at (205) 731-1950.

Where to Apply: Social Security Administration
Center for Human Resources,
Delegated Examining Unit
61 Forsyth Street, S. W., Suite 22T64
Atlanta, Georgia 30303

APPLICATIONS MUST BE POSTMARKED BY THE CLOSING DATE OF THE
ANNOUNCEMENT

Types of Appointments

Career Conditional: the initial competitive “permanent” appointment in Civil Service.

Career: upon completing three years of continuous and satisfactory Career Conditional employment, an employee is converted to Career status.

Temporary: most appointments in this category are made for a limited period of time, usually “not to exceed one year.”

Term: these appointments are limited to four years and have all of the benefits of a Career Conditional appointment except conversion to status.

Excepted: these appointments are not subject to competition.

VRA: the Veterans Readjustment Act was initially passed by Congress to benefit Vietnam era veterans. It has since been revised and covers other veterans.

Overseas Excepted: these appointments are made on DOD installations overseas and do not confer status.

Knowledge, Skills, and Abilities Statements (KSAs)

- A narration of your knowledge, skills, and abilities for the position.
- Enough factual and detailed information about how you made a difference in current and previous positions.
- State your strengths. Information to convince the reader that you are the right person for the job.
- Specific examples of your accomplishments to show how well you meet the needs of the position.
- A separate narrative for each KSA.
- Creativity, as if you are telling a story, and written in first person.

KSA Equation

Sample KSA Statement

FACTOR: ABILITY TO WORK WITH OTHERS.

Poorly written statement:

I have worked with all levels of employees and supervised many areas in the organization.

Well written statement:

Through my personal and professional career, I have regularly applied professional skills and knowledge in working with others. The key to working well with others is communication! Identifying how best to verbally communicate with people is essential to any job or position. Specific ways I've worked with others are outlined below:

As a General Manager, I have worked with executive officers in planning for the future of the company and then presented these plans to management and staff. I was the contact person for each work unit in implementing expansion plans and assisted all levels of staff, managers through secretaries, develop a strategy for each step.

As a Consultant, I worked with top level managers to increase business development and marketing efforts. It is a different role when you are not part of the organization, however honest and direct communicating are still important. Interviewing employees and competitors gave me the ability to set people at ease and establish rapport so we could begin our work.

While overseas, I was able to work in a high stress environment where the issues were life or death. Part of a team of 24 people, we made informed decisions and orchestrated relief and support efforts from the government. Diversity in people and situations was a main element to be recognized and handled to effectively work with other. While a teacher overseas, I was able to work with school leaders to increase the quality of education, as well as with the students to motivate them to learn.

My KSA Statement

Factor: ***ABILITY TO COMMUNICATE ORALLY AND IN WRITING.***

Contents of a Federal Employment Resume

You may lose consideration for a job if your resume or application does not provide all the following information and any additional information requested in the job announcement.

JOB INFORMATION

Announcement number, title and grade(s) of the job for which you are applying

PERSONAL INFORMATION

Full name, mailing address (with ZIP Code) and day and evening phone numbers (with area code)

Social Security Number

Country of citizenship. Most Federal jobs require United States citizenship

Veterans' preference

Reinstatement eligibility (if requested, attach SF 50 proof of your career or career-conditional status)

Highest Federal civilian grade held. Also give job series and dates held

EDUCATION

High school (name, city, state, zip code)

Date of diploma or GED

Colleges and universities (name, city, state, zip code)

Major subjects studied

Type and year of any degrees received (if no degree, show total credits earned and indicate whether semester or quarter hours)

Send a copy of your college transcript only if the job vacancy announcement requests it

WORK EXPERIENCE

Give the following information for your paid and non-paid work experience related to the job for which you are applying. (Do not send job descriptions)

Job title (include series and grade if Federal job)

Duties and accomplishments

Employer's name and address

Supervisor's name and phone number

Starting and ending dates (month and year)

Hours per week

Salary

Indicate if they may contact your current supervisor

OTHER QUALIFICATIONS

Job-related training courses (title and year)

Job-related skills, for example: other languages, computer software/hardware, tools, machinery, typing speed

Job-related certificates and licenses (current only)

Job-related honors, awards, and special accomplishments, for example: publications, memberships in professional or honor societies, leadership activities, public speaking, and performance awards (give dates but do not send documents unless requested)

RENEE SUMMER

11223 SOUTH SHORE ROAD—RESTON, VA. 22090—(703) 437-3748

Professional Objective

Insert name of position and announcement number.

Summary *(as it relates to your objective)*

- Innovative self-starter with accelerated growth in Sales, Marketing and Management.
- Strong organizer with 12 years experience delivering projects and programs.
- Ability to meet demanding objectives and budgets.
- Outstanding record for developing professional relationships with decision-makers.
- Strong public speaking and writing skills.

Personal Information

Country of Citizenship: USA

Social Security Number: 123-45-6789

Veteran Status: Not Eligible

Reinstatement Status: Not Eligible

Civil Service Status: No prior civil service appointment

Work Experience

GENERAL MANAGER

Corporate America

123 Main Street

Reston, VA 22091

January 1997 – Present

40 hours per week

\$57,000 annually/excellent benefits

John Dilmore (703) 555-1234

Duties:

- Responsible for overall operations of a service company.
- Administered company resources, developed policies to support existing clients, expanded business base, increased productivity and met financial goals.
- Hired and supervised a great team who surpassed industry standards.

Achievements:

- Reversed losses of \$20,000 per month within 10 weeks of being hired. Increased revenues to \$1.2 million in 18 months.
- Tripled service income through staff training. Industry standard was 20% of revenues, Corporate America maintained 35%.
- Recommended and managed major expansion, adding 45% to facility within 8 months of being hired.

Professional Speeches:

- “Retaining Clients,” October 1988, National Association of Executive Suite Owners.
- “Service Management, A Contradiction in Management Theory,” November 1988, Virginia and Maryland Business Women Owners.

CONSULTANT

The Summer Group

11223 South Shore Road

Reston, VA 22090

January 1996 – December 1997

40+ hours per week

\$40,000 annually

Duties:

- Responsible for marketing and sales of own business.
- Consulted with clients on marketing, contract negotiation, and business development.
- Advised three Corporate Directors on marketing strategies for four of their companies.
- Competitive and industry analysis, new program and business development, and marketing communications.

Achievement:

- Within 11 months, hired as General Manager of Corporate America by the Directors.

COMMUNICATIONS AND SALES INTERN

Communications Galore
8750 Newsway Dr.
Arlington, VA

January 1995 – January 1996

25 hours per week
\$36,400 annually/plus benefits
Nancy Higgins (703) 555-2468

Duties:

- Negotiated paid and intern positions in radio, television and print media to increase technical skills.
Provided additional income through sales positions.

Achievements:

- Wrote, produced and aired radio advertisement for IBM.
- Assistant producer for Pennzoil public affairs video release.
- Top Sales Performer with bonus from Oscar de La Renta.

VISITOR OFFICER

American Embassy
Bangkok, Thailand

March 1992 – December 1994

40+ hours per week
\$35,700 annually/plus benefits

Duties:

- Member of the ambassador's emergency team coordinating humanitarian relief for 100,000 starving Cambodian refugees in 1980.
- Met and briefed Congressional, State Department and private sector visitors to enlist immediate funding and support.
- Monitored field officer activities.
- Traveled extensively on short notice.

Achievements:

- State Department Superior Honor Award
- Letter of commendation from the ambassador (volunteered to coordinate special fund-raising projects for the ambassador and his wife).

Special Honor:

- Presented to the crown princess of Thailand

DIRECTOR OF SALES

Boar's Head Inn
87 Ocean Hill Dr.
Charlottesville, VA

July 1987 – December 1992

40 hours per week
\$32,500 annually/plus benefits

Duties:

- Managed all sales, special event and promotional activities for a 4-star resort.
- Supervised Sales Representatives.

Achievements:

- Promoted to Director of Sales within 8 months of employment.
- Named "Young Career Woman of the Year," Va. Federation of Business and Professional Women's Clubs, Albemarle County.

INSTRUCTOR OF ENGLISH AND SPEECH

Ecuador, South America

- Taught English, English as a second language and social sciences to international students.

 Supervised two American student teachers.

January 1988 – June 1989

40 hours per week
\$25,000 annually

Job Related Skills and Training

The Basics of Sales, 1976
Time and Project Management, 1984
Total Quality Management Techniques, 1987
Successful Communication Skills for Women, 1990
Proficient in Microsoft Office, especially Word, Excel and Act!

Fluent in Spanish

Education

B.S., Speech Education, Ithaca College, Ithaca, NY 14850	1973
High School Diploma, Ithaca High School, Ithaca, NY 14850	1969

OPTIONAL APPLICATION FOR FEDERAL EMPLOYMENT - OF 612

Based on your targeted job, select the position for which you will apply. Insert that position under question 1. Then fill out the rest of the application. If a question is not applicable write N/A in the space provided.

- | | | |
|------------------------------------|--------------------------------|--|
| 1 Job title in announcement | 2 Grade(s) applying for | 3 Announcement number |
| 4 Last name | First and middle names | 5 Social Security Number |
| 6 Mailing address | | 7 Phone numbers (include area code) |
| City | State | Daytime |
| | ZIP Code | Evening |

WORK EXPERIENCE

8 In questions 1 and 2 of the work experience section, describe two previous work experiences (either paid or volunteer), that most relates to the job for which you are applying. Be sure to include all your job responsibilities and accomplishments.

- Job title (if Federal, include series and grade)
- 1)**
- | | | | |
|--|------------|--------------|------------------------------------|
| From (MM/YY) | To (MM/YY) | Salary
\$ | Hours per week |
| Employer's name and address | | | Supervisor's name and phone number |
| Describe your job responsibilities and accomplishments | | | |

- Job title (if Federal, include series and grade)
- 2)**
- | | | | |
|--|------------|--------------|------------------------------------|
| From (MM/YY) | To (MM/YY) | Salary
\$ | per
Hours per week |
| Employer's name and address | | | Supervisor's name and phone number |
| Describe your job responsibilities and accomplishments | | | |

50612-101

NSN 7540-01-351-9178

Optional Form 612 (September 1994)

9 May we contact your current supervisor?

YES [] **NO** [] > If we need to contact your current supervisor before making an offer, we will contact you first.

EDUCATION

10 Mark highest level completed. **Some HS** [] **HS/GED** [] **Associate** [] **Bachelor** [] **Master** [] **Doctoral** []

11 Last high school (HS) or GED school. Give the school's name, city, State, ZIP Code (if known), and year diploma or GED received.

12 Colleges and universities attended.

Name	Total Credits Earned	Major(s) (if any)	Degree - Year Received	City	State	ZIP Code
1)						
2)						
3)						

OTHER QUALIFICATIONS

13 Job-related training courses (give title and year). **Job-related** skills (other languages, computer software/hardware, tools, machinery, typing speed, etc.). **Job-related** certificates and licenses (current only). **Job-related** honors, awards, and special accomplishments (publications, memberships in professional societies, leadership activities, public speaking, and performance awards). Give dates, but do not send documents unless requested.

GENERAL

14 Are you a U.S. citizen? **YES** [] **NO** [] > Give the country of your citizenship.

15 Do you claim veterans' preference? **NO** [] **YES** [] > Mark your claim of 5 or 10 points below.

5 points [] > Attach your DD 214 or other proof.

10 points [] > Attach an Application for 10-Point Veterans' Preference (SF 15) and proof required.

16 Were you ever a Federal civilian employee? Series Grade From (MM/YY) To (MM/YY)

NO [] **YES** [] > For highest civilian grade give:

17 Are you eligible for reinstatement based on career or career-conditional Federal status?

NO [] **YES** [] > If requested, attach SF 50 proof.

APPLICANT CERTIFICATION

18 I **certify** that, to the best of my knowledge and belief, all of the information on and attached to this application is true, correct, complete and made in good faith. I **understand** that false or fraudulent information on or attached to this application may be grounds for not hiring me or for firing me after I begin work, and may be punishable by fine or imprisonment. I **understand** that any information I give may be investigated.

SIGNATURE

DATE SIGNED

OPTIONAL APPLICATION FOR FEDERAL EMPLOYMENT - OF 612

Based on your targeted job, select the position for which you will apply. Insert that position under question 1. Then fill out the rest of the application. If a question is not applicable write N/A in the space provided.

1	Contact Representative	2	GS-5	3	SS-30-99
	Job title in announcement		Grade(s) applying for		Announcement number
4	APPLICANT	SALLY BE		5	123-45-6789
	Last name	First and middle names			Social Security Number
6	123 Main Street			7	
	Mailing address				Phone numbers (include area code)
	Nowhereville	NY	11111		Daytime 012-345-6789
	City	State	ZIP Code		Evening 123-456-7890

WORK EXPERIENCE

8 In questions 1 and 2 of the work experience section, describe two previous work experiences (either paid or volunteer), that most relates to the job for which you are applying. Be sure to include all your job responsibilities and accomplishments.

Job title (if Federal, include series and grade)

1) Customer Service

From (MM/YY)	To (MM/YY)	Salary	per	Hours per week
01/94	05-99	\$ 21,000	annually	40

Employer's name and address	City of Transportation Online	Supervisor's name and phone number
Aetna Insurance Company, 2000 Aetna Way, Washington, DC 20010	Max Whitecrow (202) 555-1234	

Describe your job responsibilities and accomplishments

Answered incoming phone calls from customers and doctors' offices, averaging 115 calls daily. Provided information on programs, including benefits of plans, payment options, and customer responsibility. Sent information to customers upon request. Resolved problems related to billings and set up payment plans if necessary. Assisted customers with documents and implemented corrective actions to resolve complaints. Explained appeal procedures to customers. Forwarded calls to supervisor upon request. Consistently received outstanding evaluations and merit awards for excellence in customer service.

Job title (if Federal, include series and grade)

2) Hot Line Peer Counselor

From (MM/YY)	To (MM/YY)	Salary	per	Hours per week
02/94	present	\$ Non-paid position		40

Employer's name and address	House of Sarah	Supervisor's name and phone number
4302 15th Street NE, Washington, DC 20019	Elisa Brown (202) 555-6000	

Describe your job responsibilities and accomplishments

Worked as a peer counselor for battered women's center. Answered incoming crisis calls from women and police. Used peer counseling techniques to calm and interview callers in crisis. Determined needs of callers and referred women to safe shelters and crisis centers. Worked with police to intervene in domestic violence incidences and remove women and children from the home. Insured confidential environment for safety of families. If need was not immediate, informed caller of resources available for counseling and assistance. Received local Police Department award for outstanding peer counseling assistance and ability to resolve crisis situations under extreme pressure.

Completed Sample Application

Module 9

50612-101

NSN 7540-01-351-9178

Optional Form 612 (September 1994)

9 May we contact your current supervisor?

YES [] **NO** [x]> If we need to contact your current supervisor before making an offer, we will contact you first.

EDUCATION

10 Mark highest level completed. **Some HS** [] **HS/GED** [] **Associate** [] **Bachelor** [] **Master** [] **Doctoral** []

11 Last high school (HS) or GED school. Give the school's name, city, State, ZIP Code (if known), and year diploma or GED received. **Best High School, Great Town, NY 10509 1984**

12 Colleges and universities attended.

Name	Total Credits Earned	Major(s) (if any)	Degree - Year Received	City	State	ZIP Code
1) College State	65	Business Admin.	AA - 1987	Anywhereville,	NY	11000
2)						
3)						

OTHER QUALIFICATIONS

13 Job-related training courses (give title and year). **Job-related** skills (other languages, computer software/hardware, tools, machinery, typing speed, etc.). **Job-related** certificates and licenses (current only). **Job-related** honors, awards, and special accomplishments (publications, memberships in professional societies, leadership activities, public speaking, and performance awards). Give dates, but do not send documents unless requested.

Courses: **Effective Telephone Skills 1997** **Certificates:** **Peer Counselor**
101 Tips to Great Customer Service 1995 **Conflict Mediator**
Handling Crisis Situations 1995

Awards: **Internal Customer Service Award 1998 for helping all other staff when own tasks were completed.**
External Customer Service Award 1997 addressing 93% of customer concerns the same day.
Outstanding Peer Counseling Award 1997 for ability to resolve crisis situations under extreme pressure

GENERAL

14 Are you a U.S. citizen? **YES** [x] **NO** []> Give the country of your citizenship.

15 Do you claim veterans' preference? **NO** [x] **YES** []> Mark your claim of 5 or 10 points below.

5 points []> Attach your DD 214 or other proof.

10 points []> Attach an Application for 10-Point Veterans' Preference (SF 15) and proof required.

16 Were you ever a Federal civilian employee? Series Grade From (MM/YY) To (MM/YY)

NO [x] **YES** []> For highest civilian grade give:

17 Are you eligible for reinstatement based on career or career-conditional Federal status?

NO [x] **YES** []> If requested, attach SF 50 proof.

APPLICANT CERTIFICATION

18 I **certify** that, to the best of my knowledge and belief, all of the information on and attached to this application is true, correct, complete and made in good faith. I **understand** that false or fraudulent information on or attached to this

application may be grounds for not hiring me or for firing me after I begin work, and may be punishable by fine or imprisonment. **I understand** that any information I give may be investigated.

Sally Be Applicant

SIGNATURE

March 8, 2000

DATE SIGNED

Course Date _____ Instructor(s) _____

We want to provide you with the best possible training. Your reactions to this module will help us improve the training. Please circle one of the following five choices for each question:

SA (Strongly Agree); **A** (Agree); **N** (Neutral/Unsure); **D** (Disagree); or **SD** (Strongly Disagree).

Meeting Course Objectives:

- | | | | | | |
|---|----|---|---|---|----|
| 1. Follow the Federal Employment Process when conducting a federal employment job search. | SA | A | N | D | SD |
| 2. Analyze a vacancy announcement. | SA | A | N | D | SD |
| 3. Write a KSA statement that meets required factors stated in the announcement. | SA | A | N | D | SD |
| 4. Identify what to include in your federal employment resume. | SA | A | N | D | SD |

Contents:

- | | | | | | |
|---|----|---|---|---|----|
| 5. The amount of information covered was appropriate for the length of this module. | SA | A | N | D | SD |
| If you answered N, D or SD, was the amount of information covered:
Too much? _____ Too little? _____ | | | | | |
| 6. The learning materials were clear and well organized. | SA | A | N | D | SD |
| 7. The examples used were appropriate for my situation. | SA | A | N | D | SD |

Instructor(s):

- | | | | | | |
|---|----|---|---|---|----|
| 8. The instructor(s) presented information clearly and understandably. | SA | A | N | D | SD |
| 9. The instructor(s) was/were available and responded to my questions and concerns. | SA | A | N | D | SD |

Course Administration:

- | | | | | | |
|---|----|---|---|---|----|
| 10. The length of the module was appropriate. | SA | A | N | D | SD |
| If you answered N, D or SD, was the module:
Too long? _____ Too short? _____ | | | | | |
| 11. The classroom was comfortable. | SA | A | N | D | SD |
| 12. Breaks were adequate and well spaced. | SA | A | N | D | SD |

Overall:

- | | | | | | |
|---|----|---|---|---|----|
| 13. There was a good balance between exercises and lecture. | SA | A | N | D | SD |
| 14. I feel that I understand the ideas underlying the content we covered. | SA | A | N | D | SD |
| 15. How did you hear about this course? | | | | | |

Comments: (Use back if necessary)

